

Draft Scope of Work
Request for Proposals for Printer Management Services

The City of Lake Forest will be soliciting proposals for Printer Management Services. This draft Scope of Work is provided for the purposes of comment by prospective vendors before the actual RFP is released. Comments made by vendors may or may not be incorporated into the final RFP specifications. Comments may be submitted to Stephanie D. Smith, City Clerk, via email at sdsmith@lakeforestca.gov. Comments are due no later than 6:00 p.m., Wednesday, July 15, 2015.

The proposed services are as follows:

1. Service Management for all printers (excluding multi-function devices). This contract needs to meet the goals of:
 - a. Reduce overall costs of print services
 - b. Consolidate consumables
 - c. Device standardization
 - d. Creating a partnership with a services firm to optimize overall support of printers with defined service level agreements (SLAs). The proposal must include the SLAs that will be included into the contract and metrics for measuring the SLAs, including but not limited to customer call back by technician, response time, and resolution time.
2. The overall strategy should include but not be limited to the devices, supply replenishments, fix/repair services, proactive monitoring and shipping of all supplies and maintenance on all networked devices. The overall printer management services need to include quarterly volume meter diagnostics and tread reporting, including verification of accuracy of program volume.
3. Pricing shall be based on flat-rate monthly charges to include shared overall copy allowances in both color and black & white. Pricing model may include additional charges for copies above the allotted totals included in basic monthly price.
4. The City of Lake Forest currently operates 28 HP printers that are both networked and non-networked. The average sample printer counts for the existing fleet may be found in the table below.

Asset Number	Model	Monthly B/W Average	Monthly Color Average
6113A	HP 1006	369	-
6107A	HP 1022	101	-
6110A	HP 1022	199	-
6093A	HP 1415	59	269
6102A	HP 1518	26	22
6100A	HP 1518	39	75
6101A	HP 1518	199	197
6097A	HP 1522	111	-
6090A	HP 1525	126	229
6094A	HP 2025	36	83
6105A	HP 2035	656	-
6106A	HP 2035	618	-
6096A	HP 3600	17	227
6098A	HP 3600	38	659
6088A	HP 4000	1,019	-
6108A	HP 4005	488	622
6112A	HP 4015	1,016	-
6103A	HP 4050	915	-
6092A	HP 4050	0	-
6104A	HP 4200	1,511	-
6087A	HP 4250	3,527	-

EQU10728	HP M601	580	-
1212P	HP M602	1,187	-
6099A	HP 4300	3,709	-
51536	HP 4350	2,223	-
6089A	HP 4600	133	275
6114A	HP 4650	1,493	232
6091A	HP 4700	852	1,427

5. The initial term of the agreement will be 3 years, with the option of two one-year extensions.
6. Pricing shall be fixed for the duration of the initial 3 year term.
7. Automated meter read option included for billing purposes